

**Figure 1**

Attributes		
Attributes	Condition	Value
<input type="text"/>	<input type="text" value="contains"/>	<input type="text"/>
<input type="text" value="subject"/>	<input type="text" value="contains"/>	<input type="text" value="redirect"/>
<input type="button" value="New"/>		

Actions	
Action	Value
<input type="text" value="redirect"/>	<input type="text" value="aaa@aaa.com"/>
<input type="button" value="New"/>	

Fig. 2A

Logo

Icon

Icon

?

Save

Cancel

Save& New

Delete

Spell check

Category Entry

Name:

Job Inquiries

Hot Key:

Job

Descriptions:

Template Text:

Thank you for contacting us about employment. We will be getting back to you shortly.

Parent Category:

root

Keep Thread Ownership

include incoming Attachments

Recipients

View

Delete

Attachment

View

Delete

To (Original sender)

To (Original sender)

Fig. 2B

↕

Logo

Icon

Icon

?

Save

Cancel

Save& New

Delete

Spell check

Queue Entry

Name: Amanda Sullivan

Descriptions: Sales results and inquiries

Timeout: 0 nonrulers

Reroute To: administrator ▾

Users

Ad administrators Alvin Chimunk Amanda Sullivan Anne Levin Andy Giosso BrianDevez Chris Chalmers

Assigned Users

Mark Guensy Peter Smith Sam Sorenson

Add

Fig. 3

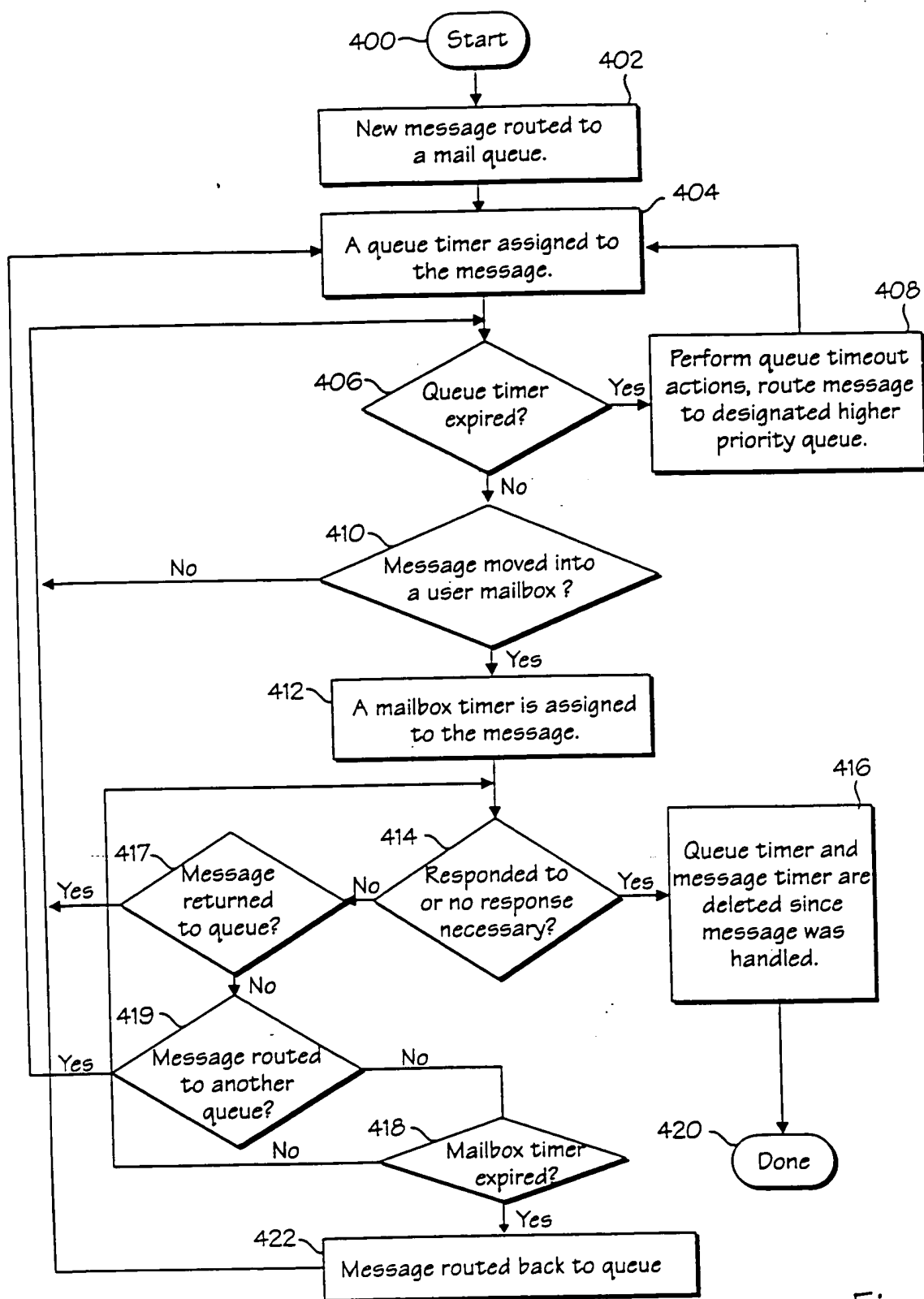


Fig. 4

Logo

Icon

Icon

?

Save

Cancel

Save & New

Delete

Spell check

↕

User Entry

Name: Amanda Sullivan

Password: \*\*\*\*\*

Confirm Password: \*\*\*\*\*

Description:

Allow Administrative Functions

☒

Vacation Mode - Mail is routed to: administrator

☐

Queues

Assigned Queues

Fig. 5

Logo

Icon

Icon

?

Icon

Icon

Icon

Icon

Icon

↕

More

New

Find

Sender

History

View

Source

Note

Print

No

Answer

Route

Send

Categorize

✕

Mail box for Lana Bryan (10 Messages)

	From	Subject	Date	Case
<input type="checkbox"/>	<u>Mike Sherman</u>	<u>Hedge Fund Investment</u>	10/09/98 12:28:12AM	<u>4703</u>
<input checked="" type="checkbox"/>	<u>Chris Donohue</u>	<u>help!</u>	10/09/98 12:28:13AM	<u>4704</u>
<input type="checkbox"/>	<u>Tracy Hector</u>	<u>Last Minute Changes</u>	10/09/98 12:28:14AM	<u>4705</u>
<input type="checkbox"/>	<u>Tracy Hector</u>	<u>Job Connection?</u>	10/09/98 12:28:15AM	<u>4706</u>

Incoming Message

Sender history 6

From:

Chris Donahue <aaa@aaa.com>

General pool

To:

bbb@bbb.com

Date:

10/09/98 12:38 13AM

Subject:

help!

Dear Acme--

I recently purchased an ALU-Blaster 5000 leaf blower, and for some reason can't get it to start. I have looked through all the troubleshooting in the manual, but nothing has helped. The engine turns over a couple of times, but then stops. Do you have any suggestions?

Thanks for your help,

Chris Donahue

Fig. 6

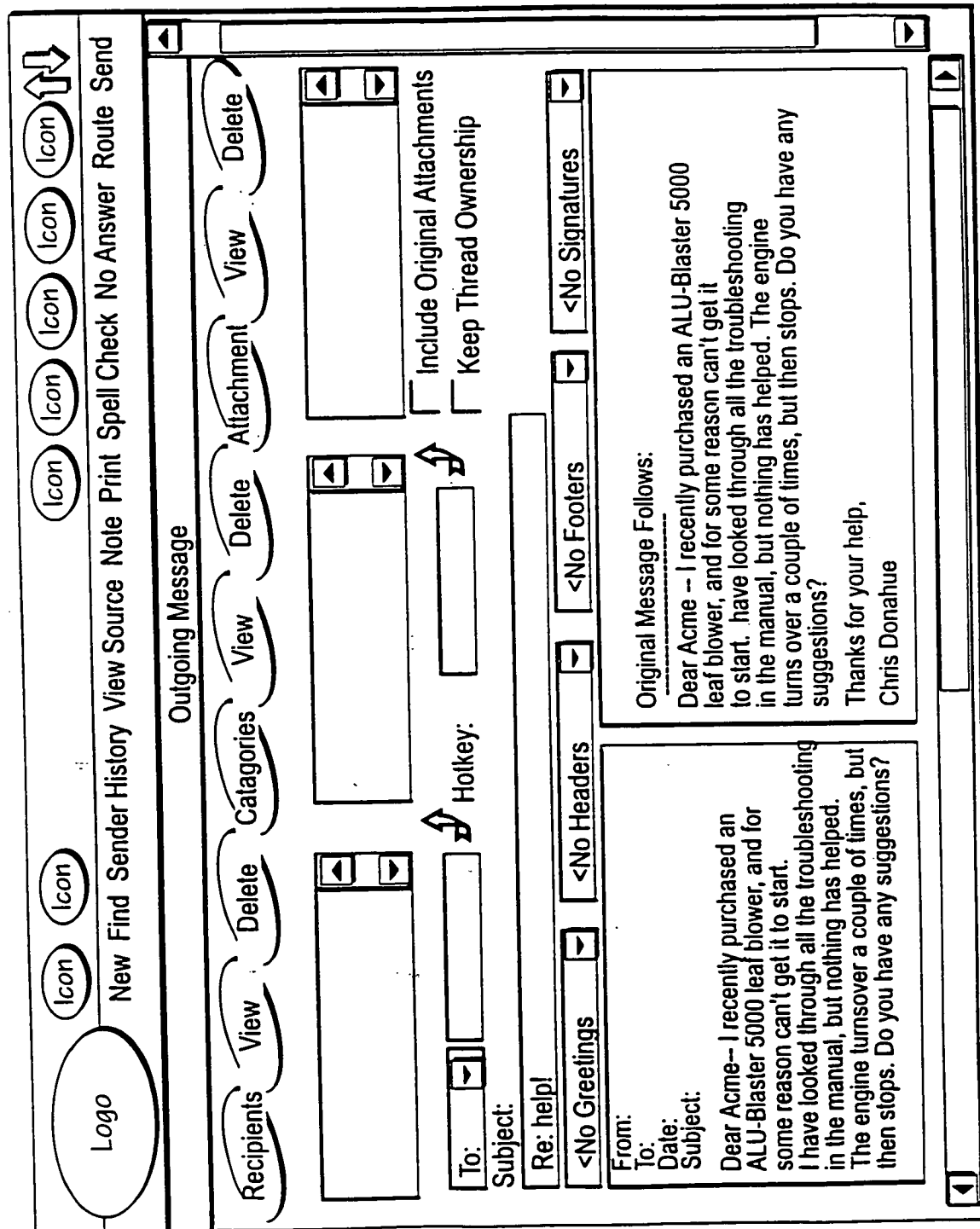


Fig. 7



Address Book

Adam Sandler

Andy Administrator

Anna Landau

Curt Customer Service

David Adler

David Prock

Dusta Spark

Engeneering

Eric Fabieli

Hogenne Choi

International

Jared Lovell

Jason Cohen

Jason Leversque

Jason Smith

Joe Help

Julie Underaciker

Karen Hulerfgbaugh

Karen Quemmen

LE Clubhouse

LE Express

Marcus Kong

To

CC

BCC

Forward

Collaborate

Redirect

<<Remove

View

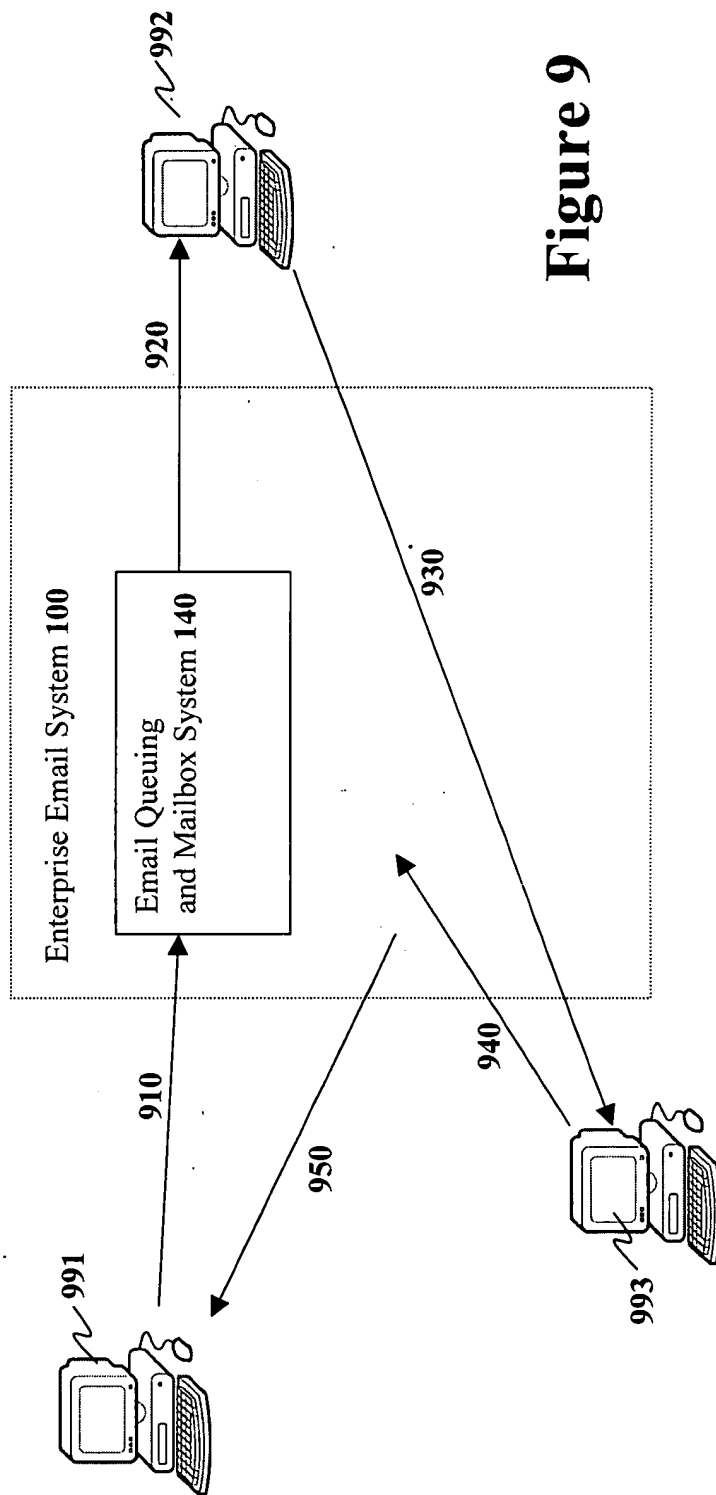
OK

Cancel

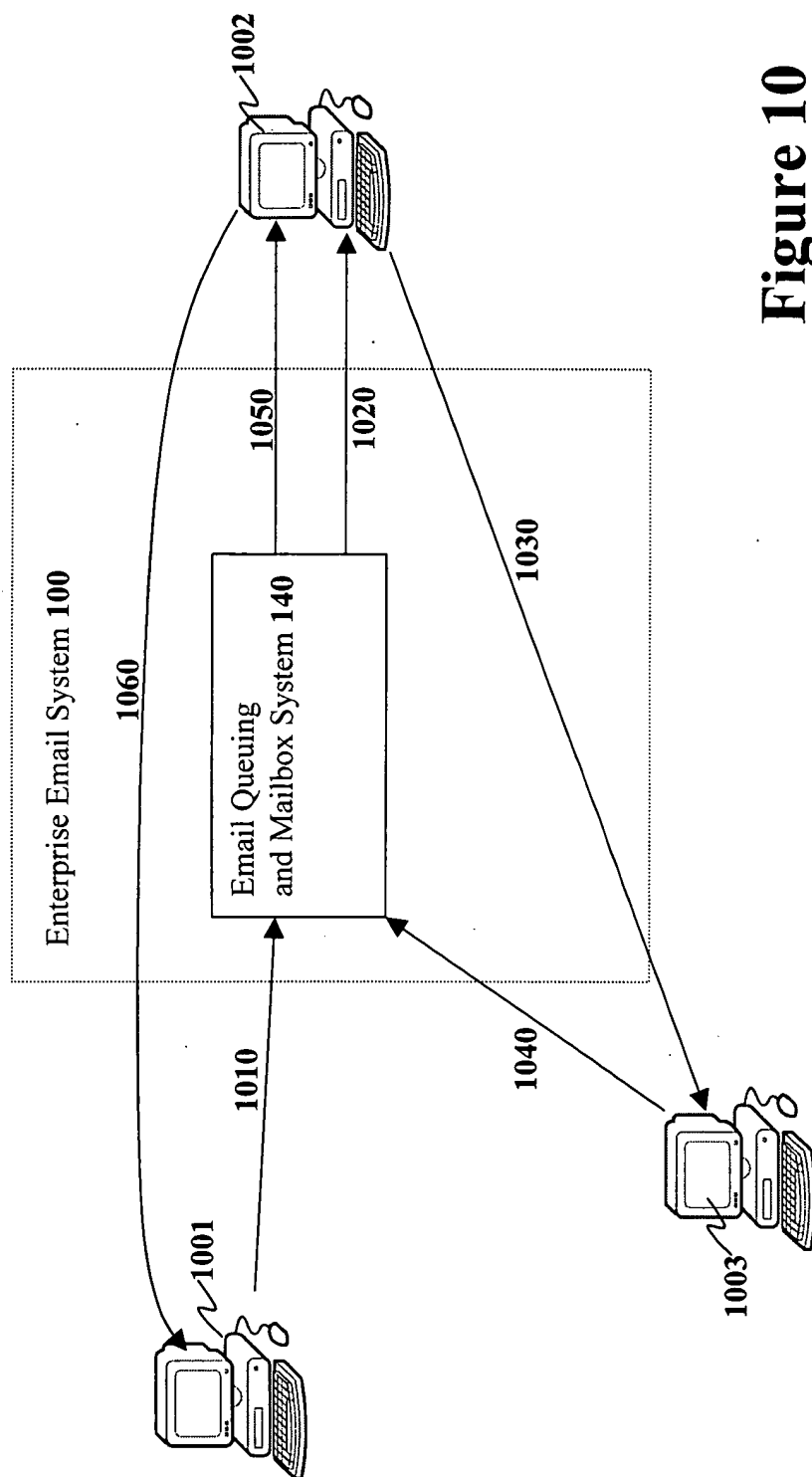
Assigned Recipients

To: <Original Sender>

Fig. 8



**Figure 9**



**Figure 10**